

GoArmyEd is used by...

- Soldiers serving on active duty including mobilized Soldiers

New Users

- Go to www.GoArmyEd.com. Click the "New Users" tab in the top right corner of the screen
- Complete the application. Click "Submit" to receive your username and password
- Complete the Required In-Processing Steps
 - Click "Submit Statement of Understanding"
 - Print SOU
 - Get signature
 - Follow How to Use Your eFile to upload your SOU
- Complete Common Application

- Click "Launch Quick Start Training" to complete Soldier Training
- Contact an Army Education Center to activate your GoArmyEd account

TA Requirements

- Your fiscal year TA ceiling is \$4,500 and your per semester hour (SH) cap is \$250
- Maintain an Army TA GPA of 2.0 or higher when using TA

How to Request TA and Enroll in a Course

- Log into www.GoArmyEd.com
- Click "My Virtual Education Center"

How to Check your TA Balance

- Click "My Student Record" from your GoArmyEd Homepage
- Click "Account Information"
- Click "Education" Tab and scroll down to view current year TA spent and TA available

For further TA balance details:

- Click "Before You Enroll in a Course" from your GoArmyEd Homepage
- Click "View TA Detail"
- Click the drop-down arrow and select the Fiscal Year to view TA spent

How to Drop a Course

Soldiers MUST drop ALL courses through GoArmyEd before the course end date. Soldiers MUST check with their instructor and/or an ACES Counselor before dropping a course

- Click on "Enroll/Drop from a Course" from your GoArmyEd Homepage

- Click "Withdraw from a Course"
- Click term in which course start date falls
- View your Class Schedule and Click "Drop Classes"
- Click selected course to drop
- Click "Personal Drop" or "Military Drop"
- Personal Drops: Soldiers MUST repay the TA amount
- Military Drop (includes emergencies), Soldiers MUST provide the following information:

- Click "Enroll or Drop/Withdraw from a Course"
- Click "Request TA and Enroll in a Course"
- Review your account information and Click the "Account Information Verified" button
- Click "Continue"

- Select the term for your class start date
- Click the "Add Classes" link
- Click on "Class Search"
- Click "Description of each field" and "Search Examples" links for assistance

Fill in the fields to search the Course Schedule for classes and then Click "Search"

- The Class Search Results screen displays the courses that meet your search criteria

- Click the "Class Details" button before enrolling to review more course information (e.g. course description, semester hour cost, prerequisites, required course materials and other information)
- To complete the enrollment Click the check mark next to the class number
- The class number now appears on the Add Classes screen. Click "Next"

The Enrollment Request Information screen displays with class cost information. Ensure you review the class cost covered by TA and any class cost that you must self-pay. Click "Process Enrollment"

The View My Class Schedule screen displays. Review your schedule to ensure the class you selected is listed. Review if TA covers the entire cost of the class, if not, you may be

How to Resolve a Hold

- Military Drop Reason/Detailed Explanation
 - Dates of occurrence
 - Unit Commander Name
 - Battalion Commander or first LTC in Chain-of-Command
- Note: Soldiers who provide false information with the request to waive reimbursement or Army TA are subject to penalty under the Uniform Code of Military Justice (UCMJ)*

How to Resolve a Hold

A hold is applied to enforce Army TA regulations. Holds are removed automatically when the issue is resolved

Some common holds include:

- "F" Failing Grade
 - "I" Incomplete Grade
 - Army TA GPA less than 2.0
 - Admission denied
 - Annual Army TA SOU not signed
 - Flagged for suspension of favorable personnel action
- For more information on holds and how they are resolved, go to your GoArmyEd Homepage and Click "Before You Enroll in a Course" then Click "View Holds"*

TA Recoupment

An email notification is sent 30 days before repayment begins except in the case of separation from the Army

Course costs will be recouped for:

- Failing a course
- Incomplete grade not resolved within 120 days
- Course drop for personal reasons
- Class is not included in the Soldier's degree plan

responsible for a portion of the cost. If you owe a portion of the cost you will be billed directly by the college. For eArmyEd courses, a credit card payment must be processed through GoArmyEd

- If the Enrollment Status column shows "Enrolled", your enrollment is submitted successfully for registration, pending final approval from the college. You will receive an email confirming that the enrollment request is successful

(For further assistance, from your GoArmyEd homepage Click "Enroll or Drop/Withdraw from a Course" then select the "Course Enrollment Guide" link.)

If You Don't Find Your College listed in the Integrated Course Schedule

- A TA Reimbursement Request must be submitted before the course starts
- Follow steps 1-8 under How to Request TA and Enroll in a Course
- From the Search Integrated Course Schedule screen select "Click Here" next to the statement "if you wish to take a class from a college not listed"

The Add Request TA reimbursement screen appears and Click the magnifying glass next to the college field

- Prior to filling in your College Name, Click the "Lookup" button to view a list of all colleges. Click on your college

The Add Request TA Reimbursement screen displays. You must enter in the start date of the course by Clicking the calendar icon and selecting the correct month and year. When all fields are populated Click "Add"

- The Request TA Reimbursement form displays. Complete each required field and Click "Save"

View TA Recoupment

- To view TA Recoupment Click "After You Enroll in a Course" from your GoArmyEd Homepage and then Click "View Recoupment"
- A default payment plan is selected for you
- Your debt will be collected from your military pay over the maximum number of months allowed
- The maximum number of months is calculated not to exceed your Expiration Term of Service (ETS) date AND a minimum monthly payment of \$50
- The hold will be lifted when debt collection begins
- You may change the terms of debt repayment from your military pay to expedite payment

How to Use Your efile

Scan document and save to computer (e.g., Student Agreements, Statement of Understanding, or Military Withdrawal documents)

- Click "My Student Record"
- Click "Account Information"
- Click "eFile" tab
- Click "Browse" to find your file
- Upload file

- Once your TA reimbursement is approved you must print and send a copy to your college
- You must self-pay the cost of the class. You will be reimbursed to the same bank account where your military pay is received after a successful grade has been submitted by your college

How to Get Help

Soldier Quick Start Training provides complete information and instruction on using TA

Reference Documents:

- Log into the GoArmyEd portal
- Click the "View Reference Documents" in the Help Resources section
- 24/7 Helpdesk
- Toll-free: 1-800-817-9990
- Go to www.GoArmyEd.com and Click the "Helpdesk" link
- Click on the "View OCONUS Helpdesk Numbers" link
- Create Case from your GoArmyEd Homepage:
- Click on "Create a Helpdesk Case" and provide a description of your concern/question
- Email confirmation of your request will be sent to your AKO account
- You will receive an email with the resolution
- Contact an Army Education Counselor:
- Click "GoArmyEd" located in the left menu
- Click "Education Centers"
- Select your Education Center to obtain contact information



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Supporting Soldier Education

The Way to Get TA
Online, Anytime



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